

Felix Joseph D'souza

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PROFILE

A person with good communication skill and ready to work both independently and as a member of a team, utilizing the skills acquired during my course and experience.

PROFESSIONAL OBJECTIVE

To Work with a leading company and to use my analytical thinking to the best of my ability combined with perseverance, so as to contribute to organization's growth and goal, as well to attain my professional goal.

SKILLS

Automation, Macros, VBA, Advance Excel, MS Access, SQL

EXPERIENCE

Current Organization: Clover Infotech Pvt Ltd

Designation: Sr. Software Engineer

Client: ICICI Lombard General Insurance Company Pvt Ltd.

Responsibilities:

- Automate monthly and yearly reports which are sent to IIB (Insurance Information Bureau of India).
- Automate different manual excel task to save time and reduce error.
- Prepare monthly report for 10 categories.
- Automate excel reports for various teams.

Duration: From 1st Dec, 2017 till date

Previous Organization: Trendsutra Platform Services Private Limited Company (Pepperfry)

Designation: MIS Executive

Department: CS-MIS (Customer Support-Management Information Systems)

Responsibilities:

- Overall NPS Report
- Department wise NPS report
- Category wise NPS report
- Location wise NPS report
- Brand wise NPS report
- Calls team survey metrics
- Chats team survey metric
- Web team survey metrics
- Generate Productivity report for Customer Support team
- Generate weekly report for open cases ageing
- Run Queries in Access database to update database and generate accurate report
- Run add-in to get updated data from CRM
- Generate Pivots table in different excel files linked to Access database
- Solely responsible to manage operations for Kerala Orders.

Projects based on Access, VBA and Macros

- **QMS (Quality Management System)**
 - Data entry done using VBA based Forms
 - Data maintained in MS Access Based Database saved on server
 - Data is gathered in required format
 - Simultaneous multi users access possible
 - Audit data saved immediately
 - Report quickly updated and available
 - Continuous Data can be maintained over longer periods
 - Login based access reduces data exposure
 - Data loss possibility reduced to bare minimum
- **OOCEO Tacker (Office of the CEO Tracker)**
 - Data entry done using VBA based Forms
 - Data is gathered in required format
 - Editing of data limited to required fields
 - Connected to Master Report to quickly transfer data when required
 - Reduced time to 1 Hour from previous 6 hours
- **Generate Invoice and Debit Note (For Finance Team)**
 - Auto Generate Invoice and Debit Note in PDF from raw excel data
 - Auto send the Invoice and Debit Note to vendors through Outlook
 - Eliminating excel based Invoices
 - Eliminating manipulation of data as Invoice is generated in PDF
- **Generate Commission Invoice (For Payments Team)**
 - Auto Generate Commission Invoice in PDF from raw excel data
 - Eliminating excel based Invoices
 - Eliminating manipulation of data as Invoice is generated in PD

Duration: From 9th Mar, 2015 till date (2 Year 8 Month)

Previous Organization: Tech Mahindra Business Services

Designation: Customer Relation Advisor

Department: Customer Service

Process: Retail Support (Jan 2014 to May 2014)

Responsibilities:

- To help the dealer with the queries the customer has at the store.
- To process manual upgrades.
- To do manual sim replacement.
- To help customers get the replacement sim activated.
- To register new customers on the network.
- Explain bills and charges.
- Raises request to backend team to create customer account if not created automatically.
- Help customer with technical queries.

Process: Click to Connect (April 2013 to Dec 2013)

Responsibilities:

- Register customers getting new contract sim card from 3rd party stores.
- Guide customer to register online if the customer wishes to do online.
- Raises request to backend team to create customer account if not created automatically.

Process: Inbound Sales (Sep 2011 to Mar 2013)

Responsibilities:

- Selling new phone and broadband contracts to customer as per their needs.
- Mentoring new trainees.

- Mentoring in the absence of Team Leader.
- Verifying sales to avoid miss-selling and customer complaints.
- Helping Team Leader to build reports for the team.

Duration: From 23rd Sep, 2011 to 23rd Dec, 2014 (3Year 3months)

Previous Organization: Sitel India Limited

Designation: Customer Service Associate

Process: TrainLine (Jan 2010 to May 2011)

Responsibilities:

- Booking train tickets for Individuals and for Business.
- Refunding Train tickets to customers.
- Amend train tickets as per change in customer's journey.
- Process refund request received by email for customers.

Duration: From Jan 2010 to May 2011(1 Year 5months)

Previous Organization: Vijay Sales

Designation: Sr. Sales Executive

Department: Computer and Accessories

Responsibilities:

- Helping customers buy the right product.
- Maintain Inventory.
- Do Visual Merchandising.
- Had to make sure the prices and the offers are updated for different products on the floor.

Duration: From Sep 2008 to Dec 2009 (1 Year 4months)

Previous Organization: CROMA - The Electronic Mega Store

Designation: Sales Executive

Department: Computer and Accessories, Home Appliances, Mobiles and Cameras, Home Entertainment, Customer Service, Cashiering, Logistics and Visual Merchandising Dept.

Responsibilities:

- Helping customer buy as per their need.
- To make sure everyone is trained on how to make price tags for products on display.
- To make sure the stocks are filled on the shelves.
- Attaining to customer complaints and to log complaints with the manufacture to send a technician at the customer's residence.
- Maintaining the Complaints and demo records.
- Tally Cash and Petty cash at the end of the day.
- Maintain Inventory, Sending delivery of large products as per the schedule and various route.
- Training new trainees at various stores.
- Visual Merchandising of different products.

- Set up the Store warehouse.
- Receiving goods sent from Warehouse.

Duration: From Aug 2006 to Jun 2008 (1 Year 10months)

RECOGNITION

Sales Process:

Received Recognition for outstanding performance in Sales for H1 2012

Received Letter of Appreciation for working extra hours beyond daily expectation

Best Performance for the month: Feb12, Apr12, Aug12 and Feb13

EDUCATIONAL CREDENTIALS

2005 – 2006 **Higher Secondary:** 47%
Somayia College

2004 – 2006 **ITI (Electronics):** Distinction (A Grade)
Don Bosco Technical Institute

2003 – 2004 **Matriculation:** 67%
Don Bosco High School

INITIATIVES

Various Macro based projects to help reduce manual work.

Participated & Volunteered in events like Football tournament and Exhibitions

STRENGTH

Self-confidence and Positive Attitude

Eagerness to Explore and Learn

Inter personnel skill for constructive teamwork.

Highly adaptable to change in a constantly changing environment

PERSONAL INFORMATION

Date of Birth: 22nd, March 1988

Gender: Male.

Nationality: Indian

Marital Status: Married

Languages Known: English, Hindi, Marathi and Konkani

Hobbies: Watching Movies

DECLARATION

I hereby declare that the particulars of information and facts stated herein above are true, correct and complete to the best of my knowledge and belief.

PLACE: Mumbai

DATE:

Felix Joseph D'souza